

[illegible]

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- a. sorting incoming mailpieces and obtaining a video image of the mailpieces using a mailpiece sorting apparatus;
- b. viewing the video image of the mailpieces obtained by the mailpiece sorting apparatus at video coding station, the video coding station configured for an operator to input address information for use by the system;
- c. inputting address information by the operator, the input address information for use by the system;
- e. providing update information using a return mail workstation, the update information regarding the input address information input by the operator;
- e. updating a data file with update information from the return mail workstation, the data file for use with an inserting apparatus and containing address information for preparing outgoing mailpieces; and
- f. preparing outgoing mailpieces using the inserting apparatus;

whereby the method reduces the amount of return to sender mailpieces created by the inserting apparatus.

3. The method as claimed in claim 2 further comprising the step of:

- g. sending update information to the sender for updating the sender's addressee information.

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4. An method for sorting incoming mailpieces and preparing outgoing mailpieces, the apparatus comprising:

- a. sorting incoming mailpieces and obtaining a video image of the mailpieces using a mailpiece sorting apparatus;
- b. viewing the video image of the mailpieces obtained by the mailpiece sorting apparatus at video coding station, the video coding station configured for an operator to input address information for use by the system;
- c. inputting address information by the operator, the input address information for use by the system;
- d. providing update information using a return mail workstation, the update information regarding the input address information input by the operator; and
- e. sending update information to the sender for updating the sender's addressee information;

whereby the method provides customer relationship management by providing the sender with up to date addressee information.

5. A method for sorting incoming mailpieces and preparing outgoing mailpieces, the apparatus comprising:

- a. sorting incoming mailpieces and obtaining a video image of the mailpieces using a mailpiece sorting apparatus;

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- b. viewing the video image of the mailpieces obtained by the mailpiece sorting apparatus at video coding station, the video coding station configured for an operator to input address information for use by the system;
- c. inputting address information by the operator, the input address information for use by the system;
- d. providing update information using a return mail workstation, the update information regarding the input address information input by the operator; and
- e. sending update information to a print finish area for use in preparing documents for inserting.
6. The method as claimed in claim 5 further comprising the step of:
- f. preparing outgoing mailpieces using an inserting apparatus and documents prepared in the print finish area;

whereby the method reduces the amount of return to sender mailpieces created by the inserting apparatus.